

**Appendix V: Copy of TRS an NARUC Bulletin dated September 19, 2003**

## **ALABAMA RELAY CENTER FUND ADMINISTRATING COMMITTEE SEEKS BIDS**

The Alabama Relay Center Fund Administrating Committee is currently seeking bids for the operation of the Alabama Dual Party Relay System.

Bids should be submitted on or before November 1, 2003 with a contract date beginning February 2004.

Please submit bids to:

Mr. Jerry Renfro  
100 North Union Street, Suite 826  
Montgomery, AL 36104

## **IDAHO PUC SEEKS FINANCIAL SPECIALIST**

The Idaho Public Utilities Commission seeks a Financial Specialist to prepare, analyze and or audit financial records and documents, accounting systems, financial statements, work papers, budgets and other related documents. The Specialist will design, modify and implement financial related accounting systems or participate in those activities. The position requires computer skills to generate financial data and develop reports. Minimum qualifications include a good working knowledge of accounting principals and practices.

Starting salary is \$15.25 per hour, plus competitive benefits. Apply online or write to Idaho State Government, Division of Human Resources P.O. Box 83720, 700 West State Street, Boise, Idaho 83720-0066. For additional information call toll free at 1-800-554-5627 or email [idhr@dhr.state.id.us](mailto:idhr@dhr.state.id.us). Closing date is October 1, 2003.

## BULLETIN

SEPTEMBER 19, 2003

### INSIDE THIS ISSUE:

CRITICAL INFRA-  
STRUCTURE TO SPON-  
SOR COST RECOVERY  
SESSION IN DC 1

WESTERN REGIONAL  
MARKET ACCESS DIAL-  
LOGUE TO BE HELD 2

NARUC OFFERS COMM-  
MENT ON RELEASED  
CTIA VOLUNTARY CON-  
SUMER CODE 3

DOE ANNOUNCES LIQ-  
UEFIED NATURAL GAS  
PARTNERSHIP WITH  
STATE UTILITY REGU-  
LATORS 4

EIA ADMINISTRATOR  
CARUSO PREVIEWS  
OUTLOOK FOR WINTER  
HEATING SEASON 5

HEMMINGWAY TO  
OVERSEE NEW ZEA-  
LAND ELECTRICITY  
COMMISSION 5

FERC APPROVES NEW  
LNG IMPORT TERMI-  
NAL 6

ALABAMA RELAY CENT-  
TER FUND ADMINIS-  
TRATOR SEEKS BIDS 7

RHODE ISLAND DPUC  
SEEKS TELECOMMUNI-  
CATION CONSULTANT 8

MORE...

### NARUC'S AD HOC COMMITTEE ON CRITICAL INFRASTRUCTURE PROTECTION TO SPONSOR COST RECOVERY SESSION IN WASHINGTON, DC, OCTOBER 23-24, 2003



Commissioner Hughes

New Jersey Commissioner **Connie O. Hughes**, Chair of the Ad Hoc Committee on Critical Infrastructure Protection, along with the Committee's State Commissioner membership, local, state, federal and Canadian policymakers, and representatives from *all* utility industries will participate in its second working conference on cost recovery related to infrastructure security.

This is the second session of its kind in the U.S. for this Committee, continuing the initial dialogue that began in July, 2003 at the NARUC Denver summer meetings. Chairwoman Hughes will begin this October conference with an overview and analysis of the previous meeting.

This timely two-day session will take place at the Federal Energy Regulatory Commission (FERC) headquarters, 888 First Street, NE, Washington, DC, commencing on Thursday, October 23 at 10 AM and concluding on Friday, October 24 at 12 Noon. It is anticipated that there will be approximately 50 high-level individuals from the private and public sectors represented. A Dutch-treat dinner will be held on Thursday night at a local Washington, DC restaurant.

Post September 11 and the recent electric transmission failure of August 14 will set the stage to continue these sessions, exchanging ideas for further development of safe, reliable, and affordable utility infrastructures in order to reduce risk and vulnerabilities.

A sampling of issues to be covered and goals the group desires to achieve will include deliberating what costs should be allowed and recoverable, and models/guidelines for prudence issues, confidentiality, and expenditures that are clearly and directly associated with supplying services to regulated customers to meet federal and state requirements.

Individuals and organizations interested in seeking objectives and remedies regarding cost recovery are urged to participate.

*Continued on next page*



## NARUC Bulletin

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The NARUC Bulletin is published bi-weekly by the National Association of Regulatory Utility Commissioners, Inc., 1101 Vermont Avenue NW, Suite 200, Washington, D.C. 20005. Printed in the U.S.A. Postmaster: Send address changes to above address.

The National Association of Regulatory Utility Commissioners (NARUC) is a non-profit organization founded in 1889. Its members include the governmental agencies that regulate utilities in the fifty States, the District of Columbia, Puerto Rico and the Virgin Islands. Specifically, NARUC's member agencies regulate the activities of telecommunications, energy, and water utilities. NARUC's declared mission is to serve the public interest by improving the quality and effectiveness of public utility regulation.

*Continued from previous page*

Even though State Commission budgets are tighter than ever, it is the Committee's hope that those critical to addressing these issues will be able to attend this important conference. For those who *absolutely do not* have state budgets to sponsor travel to this event, there is a remote possibility of limited stipends being made available for this purpose, pending DOE support. If there is interest in being placed on a waiting list, *should* such stipends be made available, please contact Michelle Merrill of NARUC as soon as possible (see contact information below).

If you plan on attending this conference, please **RSVP** to Michelle Merrill of NARUC no later than Friday, October 17 at [mmerrill@naruc.org](mailto:mmerrill@naruc.org) or 202-898-2212.

For a preliminary agenda or if you have any questions regarding the program, please contact Jane Kunka of the New Jersey Board of Public Utilities at [jane.kunka@bpu.state.nj.us](mailto:jane.kunka@bpu.state.nj.us) or 973-648-2161.

### WESTERN REGIONAL MARKET ACCESS DIALOGUE TO BE HELD IN CALIFORNIA ON OCTOBER 22, 2003



Commissioner Williams

NARUC, in coordination with the Department of Energy (DOE), will conduct the Western Energy Market Access Forum on Wednesday, October 22, 2003, from 8:30-4:00 p.m. The one-day forum is being hosted by the California Public Utilities Commission at the Hiram Johnson Building Auditorium in San Francisco California.

The all-day, no-cost event will showcase existing Industry-lead Women/Minority Business Entrepreneur (WMBE) Development programs; regulatory models including the California model; and initiatives and opportunities for small businesses, entrepreneurs and WMBEs in the California marketplace. The forum also explored key barriers to energy marketplace participation such as credit worthiness, availability of risk-reducing financial instruments, access to capital; and service reliability.

This dialogue is one in a series held throughout the United States by the Energy Market Access Partnership Board (EMAP), which is jointly sponsored by NARUC and DOE. Other dialogue regions have included Orlando, Houston and Washington D.C.

The EMAP consists of 27 national leaders, including State utility commissioners, DOE officials, industry executives, small energy business entrepreneurs, individuals from the public and private sectors and is chaired by Maryland Commissioner Harold D. Williams and vice-chaired by California PUC President Michael R. Peevey. By bringing together high-profile energy decision-makers in an effort to accelerate the development of broader and more diverse energy market participation, the NARUC/DOE Energy Market Access Partnership Board is uniquely able to influence local, State, and Federal energy policy and catalyze broader marketplace participation by small energy businesses.

If you are interested in these timely issues, and would like more information, please contact NARUC staff member, Michelle Merrill at 202-898-2212 or [mmerrill@naruc.org](mailto:mmerrill@naruc.org).



## NARUC OFFERS COMMENT ON RELEASED CTIA VOLUNTARY CONSUMER CODE



President Wise

On September 9, 2003, the Cellular Telecommunications & Internet Association (CTIA) held a press conference to unveil its "Voluntary Consumer Code" designed to encourage wireless carrier communication and disclosure to its consumers on an entirely voluntary basis.

NARUC's President, Commissioner Stan Wise of Georgia, attended the press conference. After the formal event, President Wise stated: "While NARUC does not support the Consumer Code in its current form, I commend the wireless industry for working to formulate its own code. It is a good first step. Much, however, remains to be done to ensure that the needs of wireless consumers are met. The ideas in two of our recent resolutions will certainly improve the industry's work. We strongly encourage CTIA to incorporate all the ideas and principles in those resolutions into its code."

The two resolutions, adopted by the NARUC Board of Directors in July 2003, are directly related to the industry's proposed code, including one that supports a "best practices" for wireless carriers developed by NARUC.

On August 18, 2003, NARUC President Stan Wise, joined by the Chairs of NARUC's Committee on Telecommunications, Michigan Commissioner Bob Nelson, and NARUC's Committee on Consumer Affairs Chair Carl Wood, sent a letter to CTIA's President Tom Wheeler suggesting that the association incorporate the ideas in those resolutions into its voluntary code.

The letter states: "Pursuant to our recently passed resolution on wireless best practices, NARUC urges the industry to include further items into their code of conduct, including 1) Invoices and advertising should distinctly differentiate between charges mandated by law and those which are added to the bill at the discretion of the provider; 2) Providers should be prohibited from padding the fees they collect for lawfully mandated charges for items such as E-911. They should also be required to provide financial information showing the disposition of revenues generated by such charges, and that financial information should be subject to audit by the FCC and appropriate State authorities; 3) Providers must give explicit disclosure to customers if they decide to add or increase charges to existing fixed-price term contracts at the time the charge is added or increased. Providers must also give reasonable advanced notice of the increase and allowing customers a reasonable time to contact their provider to cancel their contract without early termination penalties; 4) A portion of the revenues collected relating to enhanced 9-1-1 or number portability should be refunded if any of those requirements are eliminated or overturned or a portion refunded if requirements are modified so as to lower implementation costs; and 5) Encourage the FCC to conduct a proceeding to determine whether its existing truth-in-billing rules should be revised to address current wireless billing practices."

## DOE ANNOUNCES LIQUEFIED NATURAL GAS PARTNERSHIP WITH STATE UTILITY REGULATORS



*Commissioner Keating*

On September 10, 2003, Secretary of Energy Spencer Abraham announced the establishment of the DOE/NARUC Liquefied Natural Gas (LNG) Partnership which will assist in the education of critical energy decision-makers on barriers and opportunities related to the increased development of LNG Resources. This timely partnership will create a series of dialogues to assist in the development of State and regional strategies relating to LNG resource development and deployment. Furthermore, the partnership will assist in the development of a model communication plan that would address State LNG issues.

"This is not just about low reserves or supply and demand imbalances," stated Secretary Abraham. "This is about real people and the real problems they confront when gas prices soar. It's about senior citizens, living on fixed incomes, being forced to choose between skyrocketing heating bills or some other of life's necessities."

The partnership is designed to: (1) Encourage dialogue between regulators, legislators, utility experts, environmental regulators, and other critical energy stakeholders to ensure the responsible development and deployment of LNG resources (including terminal, storage, and transport facilities); (2) Increase awareness of LNG opportunities within the regulatory and legislative communities while addressing environmental and national security concerns; and (3) Enhance LNG-related information flow between federal and State entities.

States (including public utility regulators) and federal regulatory officials can play an important role in the accelerated development of LNG as a stable energy resource. Without support of the regulatory community it will be difficult to encourage private sector investments in new or mothballed LNG facilities. State legislators play an equally important role in the development of public policies to support LNG as a more reliable and affordable resource.

NARUC President, Commissioner Stan Wise of Georgia, said: "Both the regulatory community and industry are important to the accelerated development of LNG. To secure the availability of LNG, energy companies must invest in the terminals, ships, storage tanks, trucks, and pipelines -- known as the "value chain" -- that carry and store LNG."

"The project is designed to encourage dialogue between regulators, legislators, utility experts, environmental regulators, and other critical energy stakeholders to ensure the responsible development and deployment of LNG resources while increasing awareness of LNG opportunities," added Commissioner Robert Keating of Massachusetts, Chair of NARUC's Gas Committee.



## EIA ADMINISTRATOR GUY CARUSO PREVIEWS OUTLOOK FOR WINTER HEATING SEASON



Administrator Caruso

In an address at the National Association of State Energy Officials Annual Meeting on Monday, September 15, EIA Administrator Guy Caruso gave a brief overview of what's in store for the upcoming winter heating season. Although EIA will not officially release its Heating Fuels Overview until October 7 of this year, Administrator Caruso broadly addressed the current natural gas situation calling it "cautiously optimistic."

Administrator Caruso said natural gas storage should be near normal by November 1; however, wellhead prices remain high and vulnerable to price spikes. He further stated that this winter heating season projects heating bills slightly lower than last year; nevertheless weather will be a key indicator this year. Administrator Caruso indicated that the flat 2003-04 natural gas demand response was price and weather driven. In addition, supply-side drilling was up in 2003 by almost 2.5% this year after a 2% decline last year in natural gas production. To close the gap, EIA sees an increase in natural gas imports largely due to Liquefied Natural Gas imports (LNG) and new facilities like those in Trinidad.

The [Energy Information Administration](#) (EIA), created by Congress in 1977, is a statistical agency of the U.S. Department of Energy. We provide policy-independent data, forecasts, and analyses to promote sound policy making, efficient markets, and public understanding regarding energy and its interaction with the economy and the environment.

For more information on the 2003-2004 Winter Fuels Outlook Conference, please visit <http://www.naseo.org/events/winterfuels/default.htm>.

### Former Chairman Roy Hemmingway to Oversee New Zealand Electricity Commission

Roy Hemmingway, former Chairman of the Oregon Public Utility Commission, is the head of the newly-created Electricity Commission of New Zealand. New Zealand's six-member Electricity Commission will oversee an industry that is largely deregulated. Regulators are charged with making sure that markets operate properly and that adequate investments are made in transmission and generation, Hemmingway said.

"This is a very unusual and exciting opportunity that comes your way only once in a lifetime," said Hemmingway.

## FERC APPROVES NEW LNG IMPORT TERMINAL, FIRST TO BE BUILT IN U.S. IN 20 YEARS

With an eye on growing natural gas needs and expected tight supplies, the Federal Energy Regulatory Commission has granted authorization to Cameron LNG, LLC to construct and operate the first new terminal for liquefied natural gas (LNG) to be built in the U.S. in over 20 years:

The Commission granted the construction and operation authorization to Cameron, citing a crucial need for more sources of natural gas to meet increasing demand. The proposed project will include an LNG terminal that will be constructed near Hackberry, Louisiana with three LNG storage tanks that will hold the equivalent of 3.5 billion cubic feet of gas, and a 35.4-mile pipeline that will extend from the terminal to an interconnection with facilities operated by Transcontinental Gas Pipeline Corp. in Beauregard Parish, Louisiana.

In a December 2002 order announcing its preliminary determination of the proposal, the Commission initiated a new policy for regulating LNG import facilities by not requiring the company to offer open-access terminalling services or to maintain a tariff and rate schedule for such services. Instead, the Commission said it would view the new LNG plant as it would a production facility, allowing the sales of the natural gas from the LNG plant to compete with other sales of natural gas from the Gulf Coast in a deregulated, competitive commodity market. New imported supplies of natural gas will be accessible to all willing purchasers, the Commission noted.

In May of this year, Semptra Energy LNG Corp. filed a letter with the Commission stating that it had acquired Hackberry LNG Terminal LLC from Dynegy Midstream Services Limited Partnership and had changed the company's name to Cameron LNG, LLC.

The Commission also granted Cameron's request for more time to construct its facilities. The Commission allowed Cameron up to five years to place the project in service instead of the three years previously allowed.

In addition, the Commission will not require Cameron to file its customer contracts prior to commencing construction of its facilities. Cameron appealed the Commission's earlier requirement, citing concern about public disclosure of commercially sensitive information.

The cooling of natural gas to minus 260 degrees Fahrenheit creates LNG. Then, dramatically reduced in volume by a factor of 600 to 1, LNG can be moved long distances by ocean-going tankers, restored to its original gaseous form at an LNG import terminal, and then moved through pipelines to market.

With increasing demand expected to outstrip supply in the years ahead, increased imports of LNG are seen as a vital part of the nation's energy mix. Natural gas, which is used to produce electricity as well as for heating and cooling and the creation of chemicals, is cleaner-burning than other fossil fuels.

The Commission's action is the first approval of a new LNG import terminal facility in the U.S. since the Commission's 1977 authorization to Trunkline LNG Company to own, construct and operate the Lake Charles, Louisiana, LNG terminal.



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**RHODE ISLAND DPUC SEEKS TELECOMMUNICATION CONSULTANT**

The Rhode Island Division of Public Utilities and Carriers (DPUC) is issuing this Request for Qualifications for consultants interested in assisting the DPUC in its role as the public advocate in overseeing the telecommunication service industry in Rhode Island. Open Dockets are: Performance Assurance Plan; Carrier-To-Carrier Performance Standards; Verizon's Total Element Long Run Incremental Cost (TELRIC) studies; Verizon Rhode Island Alternative Regulation Plan.

Qualified applicants must have extensive knowledge of the telecommunication service industry under Federal and State regulations. The successful candidate will review major telecommunication filings, participate in cases before the RIPUC, testify as expert witness on behalf of the DPUC; and undertake other activities as required as the DPUC expert consultant.

This RFQ is not a request for a proposal. Its purpose is to give the DPUC a qualified pool of experts, who then may be asked to respond to a specific proposal for an engagement. For possible consideration, applicants should supply:

- Statement of Education and Experience.
- Brief summary of recent telecommunication participations.
- Listing of relevant regulatory experience.
- Professional References.

Any other information deemed relevant by the consultant.

Interested parties should respond by November 15, 2003.

This information should be sent to:

Mr. Brian Kent  
Rhode Island Division of Public Utilities and Carriers  
89 Jefferson Blvd.  
Warwick, RI 02888-1046



# NARUC 115th Annual Meeting

November 16-19, 2003 \* Atlanta, GA

Respecting  
**REGIONAL**  
Differences



Home

On-Line Registration

Agenda

Accommodations

Activities

Sponsors

CLE Credit

President's Reception

Exhibit Hall

NARUC Home

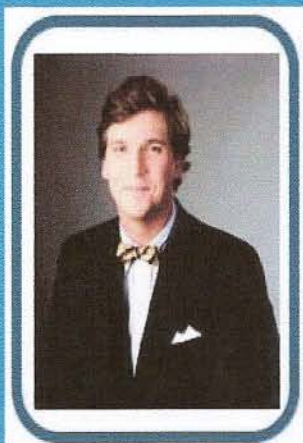


Atlanta, a big city with genuine Southern Hospitality, is the site of the 115th NARUC Annual Convention. Appropriately called "Hotlanta," it's a bustling, international city where the pace never seems to slow down!

The Theme of this year's convention is "Respecting Regional Differences."

The NARUC 115th Annual Convention will be held November 16-19, 2003 at the Atlanta Marriott Marquis. The Convention is designed to provide professional education and development, while offering networking opportunities with federal and State colleagues. This is an opportunity you won't want to miss.

Come join us at the Atlanta Marriott Marquis!



## Keynote Speaker:

Tucker Carlson is co-host of Crossfire, CNN's popular and lively political debate program. Crossfire airs nightly before a live studio audience from George Washington University's Jack Morton Auditorium in Washington, D.C. In 2002, Crossfire celebrated its 20th anniversary.

Carlson is also a political analyst for CNN, based in the network's Washington, D.C., bureau. Before Crossfire, Carlson was co-host of CNN's Spin Room.

A longtime newspaper and magazine writer, Carlson has covered politics, campaigns, crime and restaurants for dozens of publications, including GQ, The Weekly Standard, the New York Times and the Arkansas Democrat-Gazette.

Carlson's book, *Politicians, Partisans and Parasites: My Adventures in Cable News*, will be published in September of 2003.

*Register before September 30th and SAVE!!!*

**Appendix W: Copy of Phone Bill with Surcharge Rate or Legislative Order**



JERRY A RENFROE  
Account Number  
334 396-7872 174 0531

*Introducing DIRECTV®! Now a part of BellSouth Answers®!*

Customize a bundle that's right for you!

*Local - Long Distance - Wireless - Internet Services - DIRECTV*

**AT&T Local and  
Local Toll Charges**

Monthly Service	Quantity	Amount
From July 23 through August 22		
1. Residential Line .....		\$16.30
<b>Total Monthly Service .....</b>		<b>\$16.30</b>
<b>Government Mandated and Authorized Charges</b>	<b>Quantity</b>	<b>Amount</b>
(For Additional Information See Definitions - Page 5)		
Changes made to your service on Jun 29, 2007		
2. Credit for Decrease in Rates for Federal Universal Service Charge, Due to Changes in the Rules of the FCC (06/30/07 - 07/22/07 ) (\$ .03/mo) .....		-.02
3. Federal Excise Tax .....		.71
4. AL - State/Local Tax .....		1.37
5. Telecommunications Relay Service .....		.15
<b>Total Government Mandated and Authorized Charges .....</b>		<b>\$2.21</b>
<b>Surcharges and Other Fees</b>	<b>Quantity</b>	<b>Amount</b>
(For Additional Information See Definitions - Page 5)		
6. FCC Authorized Charge for Network Access .....		\$6.50
7. Fed Univ Svc Chrg .....		.73
<b>Total Surcharges and Other Fees .....</b>		<b>\$7.23</b>
<b>Total Local and Local Toll Charges .....</b>		<b>\$25.74</b>

**Appendix X: Copy of the TRS Recertification Letter from the FCC**





Federal Communications Commission  
Washington, D.C. 20554

May 1, 2003

Ms. Judy McLean  
Alabama Public Service Commission  
P.O. Box 304260  
Montgomery, Alabama 36130

Dear Ms. McLean:

Pursuant to Title IV of the Americans with Disabilities Act of 1990, section 225(f)(2) of the Communications Act of 1934, as amended, 47 U.S.C. § 225(f)(2), and section 64.605(b) of the Commission's rules, 47 C.F.R. § 64.605(b), the Application of the State of Alabama for certification of its Telecommunications Relay Services (TRS) program, Application No. TRS-46-02; (ALABAMA), is hereby **GRANTED**, in accordance with the condition described below. On the basis of its application, the Commission has determined that:

- (1) the TRS program of the State of Alabama meets or exceeds all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules, 47 C.F.R. § 64.604;
- (2) the state's program makes available adequate procedures and remedies for enforcing the requirements of the state program; and
- (3) the state's program in no way conflicts with federal law.


The Commission also has determined that the State of Alabama's intrastate funding mechanism is labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.605(d) of the Commission's rules, 47 C.F.R. § 64.605(d).

On February 17, 2000, the Commission adopted a Report and Order and Further Notice of Proposed Rulemaking that made changes to the TRS rules and proposed additional ways to enhance the quality of existing telecommunications relay services (TRS) and expand those services for better use by individuals with speech disabilities. See Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CC Docket No. 98-67, FCC 98-67, FCC 98-90 (rel. Mar. 6, 2000). Because the Commission may adopt further changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of compliance with any new rules ultimately adopted by the Commission. The Commission will provide guidance to the states on demonstrating compliance with such rule changes.

This certification, as conditioned herein, shall remain in effect for a five year period, beginning July 26, 2003, and ending July 25, 2008, pursuant to 47 C.F.R. § 64.605(c). One year prior to the expiration of this certification, July 25, 2007, the State of Alabama may apply for renewal of

its TRS program certification by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.605(a) and (b).

Sincerely,

A handwritten signature in black ink, appearing to read "T. Chandler", written in a cursive style.

Thomas Chandler  
Chief, Disability Rights Office  
Consumer & Governmental Affairs Bureau



## Appendix Y: Copy of Alabama Telecommunications Access Program Application

# **Alabama Telecommunications Access Program**

## **ATAP**

The Alabama Public Service Commission (PSC) funds ATAP. The equipment is distributed through the Alabama Institute for Deaf and Blind (AIDB) Birmingham Regional Center

Applications are processed through the network of AIDB Regional Centers in Huntsville, Muscle Shoals, Birmingham, Talladega, Tuscaloosa, Montgomery, Auburn, Dothan, and Mobile. Please contact the nearest AIDB Regional Center for applications and assistance.

## ***Application Instructions***

### **Step 1: Application Form Completion**

1. Fill in the applicant's name.
2. Fill in the applicant's address, no P.O. Box can be accepted.
3. Fill in the applicant's county and AIDB Regional Center
4. Fill in the applicant's social security number and date of birth.
5. Check type of benefit the applicant receives.
6. If you have use of an Alabama residential telephone, answer "yes" and fill in the telephone number, otherwise answer "no." If you answered "no," then tell their phone number and us who we can contact so we can reach you for further information.
7. Check whether or not you have applied for telephone equipment through the Alabama Accessible Telecommunications Program in the past. If your answer is "yes," please write down the year you applied for specialized telephone equipment.
8. Please check your principal / preferred method of communication.
9. Attach a copy of your SSI, or SSDI Award Letter/ proof of age.

### **Step 2: Equipment Needs**

1. Check type(s) of equipment you think you need.
2. The applicant (parent/legal guardian, if appropriate) should read, sign and date the Application Form.
3. If you move after submitting your application, you must call or write our office to give us your new address.



# Application

## Step 1 Application

Read, complete and sign this form (Please print in black ink or type)

Name: Last \_\_\_\_\_ First \_\_\_\_\_ MI \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

County where you live: \_\_\_\_\_ Zip code: \_\_\_\_\_

AIDB Regional Center where application is being processed: \_\_\_\_\_

Social Security # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Date of Birth \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Circle type of benefit you receive:      **SSI**      **SSDI**      **62+**      *(Disability Income from other source)*

Do you have telephone service in your Alabama home now?    ☐ Yes    ☐ No    (Check one)

If "yes", what is your phone number?    (\_\_\_\_)\_\_\_\_-\_\_\_\_

If "no", whom can we call? \_\_\_\_\_

Phone number of person we can call    (\_\_\_\_)\_\_\_\_-\_\_\_\_

Have you applied for equipment through this program in the past?

☐ Yes    ☐ No    (Check one)

If "yes", when?    Year: \_\_\_\_\_

My principal/preferred mode of communication is: (Check one)

☐ Voice    ☐ Written notes    ☐ Sign Language (ASL)

☐ Speech reading    ☐ Braille/tactile sign

☐ Sign Language (English)    ☐ read lips/some sign language

## **Step 2 Please check type(s) of equipment you think you need**

Note: You may be asked to have an assessment to determine the correct equipment for you.

### **I. If you are Deaf or Hard of Hearing:**

- ☐ TTY - a keyboard device that sends and receives typed messages over telephone lines.
- ☐ Amplified phone - a telephone that makes the incoming sound louder and may also adjust the tone to make the voices more understandable.
- ☐ Amplifier device- a device that makes the incoming sound louder that is attached to your currently used telephone

### **II. If you have a Speech Impairment:**

- ☐ TTY - a keyboard device that sends and receives typed messages over the telephone lines.
- ☐ Voice Amplifying phone/adaptor - a phone or add-on device that can make the sound of your voice louder to the other person.

### **III. Other - \_\_\_\_\_**

*Note: the Alabama Access Telecommunications Program will make Final determination*



### **Step 3: Disability Verification**

1. Verify your disability in order to be eligible to receive equipment through the Alabama Access Telecommunications Program (ATAP). It is required that all applicants must have their disability verified by either a doctor, rehabilitation counselor, audiologist or speech pathologist licensed to do business in the State of Alabama or a case manager for the deaf or regional director for AIDB.
2. If you have proof that you previously provided this information to the ATAP/AIDB office, you will not be required to do so again unless your disability has changed.
3. If you have not provided ATAP this information in the past, please take or mail the Disability Verification Form attached to a doctor, audiologist, rehabilitation counselor or speech pathologist to have it completed.
4. The applicant (parent/legal guardian, if appropriate) should read, sign and date the Disability Verification Form.

### **Step 4: Statement of Terms and Conditions**

The applicant (parent/legal guardian, if appropriate) should read and sign the statement indicating that the applicant understands, accepts and agrees to the Statement of Terms and Conditions for Personal Use of State Property.

### **Step 5: Mail Application Form to:**

AIDB Birmingham Regional Center  
220 34th Street South  
Birmingham, Alabama 35222

## **Please Note**

### **Notification of Acceptance**

Once your application has been approved, ATAP will notify you and arrange for the designated AIDB Regional Center to receive your equipment based on your disability/age requirement. If training is necessary, arrangements should be made at the time your equipment is picked up at the regional center.

### **Notification of Receipt of Equipment & Training, if Necessary**

After receiving equipment, please read, sign and date the Notification of Receipt of Equipment Form. Signing and mailing this form completes the process. Please mail the Notification of Receipt of Equipment & Training to:

**AIDB-Birmingham  
ATAP  
220 34th Street South  
Birmingham, AL 35222**

# Disability Verification Form

## Step 3 This part of the form to be completed and signed by an audiologist, rehabilitation counselor, speech pathologist, AIDB Case Manager/Regional Director, or doctor.

(This part must be completed by a practicing Alabama licensed physician, audiologist, rehabilitation counselor, or speech pathologist acting within the scope of his/her license or by an authorized representative of a State agency or educational institution approved by ATAP/AIDB)

I certify that \_\_\_\_\_ has one of the following disabilities which severely restricts his/her receptive or expressive use of the telephone and qualities of equipment.

(Check all that apply)

- ☐ Deaf/Deafened - person with a severe or profound hearing loss, who relies on a text-based system, such as a TDD, to effectively use the telephone - cannot benefit from telephone amplification.
- ☐ Hard of Hearing - a person with a hearing loss who is unable to effectively hear speech via the telephone without amplification provided by a sound amplification control on the telephone receiver.
- ☐ Deaf/Blind - a person with a severe to profound hearing loss AND a loss of sight, where vision with correction is 20/200 or less in the better eye, or if the visual field is reduced to a radius of 10 degrees or less, and who relies on a text/Braille-based system (such as a Braille-output/TDD machine) to effectively use the telephone.
- ☐ Speech Impaired - a person with a speech disability who is unable to speak intelligibly or loudly on the telephone and who would benefit from amplification of a text-based device.

Name of person completing this form (Please print clearly): —

Agency Representation: \_\_\_\_\_

Title of Agency Representative \_\_\_\_\_

Physician's MD State License #: \_\_\_\_\_

Date: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email address: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

I authorize ATAP/AIDB to have access to and use of the information contained in this Disability Verification form. I also authorize ATAP/AIDB to keep a record of application and equipment loan information for auditing and reporting purposes.

\_\_\_\_\_  
Signature (Applicant or parent/guardian, if under 18 years old)

\_\_\_\_\_  
Date

Print name: \_\_\_\_\_



# Step 4 Statement of Terms and Conditions for Acceptance of State Property for Personal Use

Please read, date, and sign this form.

- State Property** The telecommunications equipment is the property of the State of Alabama. The equipment is loaned to me for my personal use with the telephone and I may use it for as long as I am a resident of this State. The conditions of my use are: (1) I will not sell, pawn, give away, loan it or otherwise transfer any rights I might have to this equipment to others and (2) I will comply with all of the terms and conditions of this statement which I voluntarily agree to sign.
- Use & Care** The equipment is for use with the telephone and I will not use or allow it to be used for any other purposes. I agree to protect equipment from damage by rain, heat and physical abuse. I understand that if equipment is deliberately damaged, I may be required to pay for repairs.
- Damage** If equipment is damaged, I will NOT try to repair or disassemble equipment. I understand that if I try to repair or disassemble equipment, it will void the manufacturer's warranty and I will be required to pay for repairs on equipment. Equipment maintenance is provided at no cost to me when repair is due to normal wear and tear. When repair is necessary, I will send or return the equipment to the regional center where it was originally received.
- Theft** If my equipment is stolen, I will report it immediately to the police. I will also immediately mail a copy of the police report to AIDB-Birmingham 220 34th Street South Birmingham, AL 35222. I cannot be issued a replacement until I have complied with this paragraph.
- Loss** If I lose my TDD or specialized telephone access equipment, I must report the loss to AIDB-Birmingham Regional Center 220 34th Street South Birmingham, AL 35222. I understand that I will not be issued a replacement if lost.
- False Statement Liability** I understand that it is against the law to file false statements regarding loss, damaged or stolen State property. I understand that false statements filed by me can result in my being criminally prosecuted. I understand that if I sell or pawn my equipment, I can be criminally prosecuted. I understand and agree to defend, indemnify, and hold harmless the State of Alabama, the Alabama Public Service Commission, the Alabama Institute for Deaf and Blind and its regional centers, units, agents, agencies, departments, officials, representatives and employees from any and all claims, damages and expenses of whatever nature arising out of use or misuse of the equipment by me or any person of equipment given to me for my personal use. I further understand and agree that the State of Alabama, the Alabama Public Service Commission, the Alabama Institute for Deaf and Blind, AIDB regional centers, and its units, agents, agencies, departments, officials, representatives and employees are not responsible or liable for equipment furnished by the supplier of the equipment, for any acts of omissions of the supplier of the manufacturer of the equipment. Any claims or disputes over the equipment or maintenance of the equipment may be asserted solely against the supplier or the manufacturer of the equipment. The State shall not be considered a seller of the equipment and shall not be considered in any way a party to any transaction(s) between the customer and the supplier or manufacturer of the equipment.
- Equipment** Failure to comply with these Conditions of Acceptance may result in my being denied the privilege of having special telephone access equipment provided by the State of Alabama.
- Training** Upon approval of an application form, I understand I will be notified of acceptance in writing. I may also attend a training class specific to the device I will be receiving. Upon my completion of training, the specialized telephone access equipment will be issued. If I am a minor, a parent/guardian will accompany me to the required training class to sign this statement.

Having read the above conditions or having them read and explained to me, I agree to comply with all of the terms and conditions. I certify that I am (or the minor for whom I am signing is) eligible to receive the requested equipment having (1) the required medical certification of disability; (2) met the income guidelines by currently receiving SSI, SSDI, 62+; (3) signed the statement of terms and conditions for acceptance of State property; and (4) am not or have not received similar equipment through other State or Federal agencies, departments, or units.

Print Name: \_\_\_\_\_

Signature (Applicant or parent/guardian, if under 18 years old) \_\_\_\_\_ Date \_\_\_\_\_

By: \_\_\_\_\_  
Witness \_\_\_\_\_ Date \_\_\_\_\_

Signature of interpreter (if forms were interpreted): \_\_\_\_\_

Print Interpreter Name: \_\_\_\_\_



*Please fold, tape closed, and put a First class stamp on before mailing*

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Please  
place  
stamp  
here

AIDB-Birmingham  
ATAP  
220 34th Street South  
Birmingham, AL 35222

**Appendix Z: Brief Summary of Alabama's TRS Background and History, Contract Status and Complaint Procedures**

## **ALABAMA'S TELEPHONE RELAY SYSTEM (TRS)**

### **Brief Summary of Background and History**

On April 12, 1988, a law enacted by the Legislature of Alabama and approved by the Governor, Act 88-259, authorized the Public Service Commission to impose a surcharge on each access line for local exchange customers in Alabama to fund a dual-party relay system. The surcharge established by the Public Service Commission is based on the amount necessary to implement and maintain such system. The Commission was charged with implementation of a dual-party relay system within the State with the local exchange companies collecting the surcharge from their customers and transferring the monies collected to a private fund to be held separate from all other funds and used solely for the administration of the system.

On June 10, 1988, in Docket U-3089, the Commission issued an Order establishing the Alabama Dual-Party Relay System and a surcharge of \$0.20 per customer per month. On July 11, 1988, the Commission designated a committee to administer the fund. The committee was directed by the Commission to select a Trustee; select an auditing firm for annual audits; select legal counsel when necessary; prepare reports on fund activities; review reports of revenue and expenses; authorize disbursements of funds; and perform any other duties necessary in administration of the Dual-Party Relay System. From 1988 till December, 1994, the surcharge was adjusted from \$0.20 to \$0.10 and finally to \$0.15 per customer per access line where it remains till present.

### **Contract Status**

The current contract with Sprint was effective March 1, 2006, and ends on February 28, 2011.

### **Complaint Procedure**

TRS user complaints may be filed with the Commission's Consumer Service Division. Complaints may be submitted by telephone, fax, mail, or in person at the Commission's offices. The point of contact at the Commission is:

Judy McLean  
Alabama Public Service Commission  
P O Box 304260  
Montgomery, AL 36130  
(334)242-5025 (Voice), (334)242-5209 (Fax)  
[Judy.mclean@psc.alabama.gov](mailto:Judy.mclean@psc.alabama.gov)

A copy of the Commission's Rule 9 on Complaints is included.



## RULE 9 Complaints

- (A)(1) Complaints may be either informal (see Rule 9 (B) below) or formal. Formal complaints shall be in writing and contain the names of all parties Complainant and Defendant in full and the address of each.
- (2) Formal complaints shall be so drawn so as to fully and completely advise the Defendant or the Defendants and the Commission wherein the provision of the law, rules or regulations have been or will be violated, The complaint shall also state the relief sought.
- (3) Each formal complaint and answer thereto, must be accompanied by copies in sufficient numbers to enable the Commission to serve one (1) copy upon each Defendant and retain ten (10) copies for use of the Commission and its staff.
- (B) Informal complaints may be made in any manner which states specifically the cause of complaint. Matters thus presented are, if their nature warrants it, taken up by communication with the parties affected in an endeavor to bring about satisfaction of the complaint without formal hearing. Many complaints are satisfactorily adjusted by this procedure, and it is recommended. When it appears that complaints cannot be adjusted by informal negotiation, Complainants will be notified and the matter closed. Formal complaints may then be filed if Complainants so desire.
- (C) When any claim or complaint against a transportation company seeking reparation is filed with the Commission, notice and a copy thereof will be promptly furnished to each Defendant by the Commission. Unless such claim or complaint is adjusted within three (3) months from the filing thereof the same may be set down for hearing or dismissed on motion of either party.
- (D) All formal complaints must be in writing, signed by the party or his attorney of record.